

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:)	Group Art Unit: 2614
Kiefhaber et al.)	Confirmation No.: 3473
Serial No.: 10/815,534)	Examiner: NGUYEN, KHAI N
Filed: 03-31-2004)	
Atty. File No.: 4366-140)	<u>REQUEST FOR</u>
Entitled: "CONTACT CENTER AND METHOD)	<u>CONSIDERATION OF</u>
FOR TRACKING AND ACTING ON ONE AND)	<u>INFORMATION DISCLOSURE</u>
DONE CUSTOMER CONTACTS")	<u>STATEMENT SUBMITTED</u>
		<u>FEBRUARY 8, 2008</u>
		Electronically Submitted

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

On February 8, 2008, Applicant's representative submitted an Information Disclosure Statement, including the required fee, in the above-identified patent application. The fee was paid in order for the Examiner to consider the references disclosed in the Information Disclosure Statement. The Information Disclosure Statement, including the Fee Worksheet (PTO-875) and the EFS Acknowledgment Receipt, is attached hereto as Exhibit A..

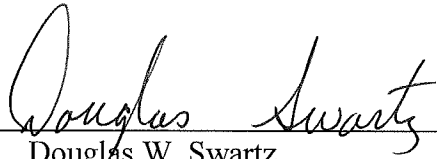
On October 29, 2009, the Examiner issued Notice of Allowance for the above-identified case. The Notice of Allowance did contain a List Of References Cited By Applicant And Considered By Examiner, but this list did not include the aforementioned Information Disclosure Statement of February 8, 2008. The Notice of Allowance is attached hereto as Exhibit B.

Due to the fact that the Information Disclosure Statement of February 8, 2008, was correctly submitted to the USPTO, with the required fee, Applicants hereby respectfully request that the Information Disclosure Statement of February 8, 2008, be considered by the Examiner.

Although no fees are believed due in connection with this communication, please charge any fees deemed necessary to Deposit Account No. 19-1970. If additional information is required please contact the undersigned.

Respectfully submitted,

SHERIDAN ROSS P.C.

By: 
Douglas W. Swartz
Registration No. 37739
1560 Broadway, Suite 1200
Denver, Colorado 80202-5141
(303) 863-9700

Date: Jan 12, 2010